

Workplace Alaska

Class Specification Network Field Supervisor

Created:
06/16/2009 by Cheryl Evans
Finalized on:

AKPAY Code:
Class Outline Cat: A
Approved by:

Class Code: RR3136N
Class Range: NR 15
Class Status: Active

Category:
Original Date: 06/16/2009

Class Title: Network Field Supervisor
Use MJR Form: Alaska Railroad

Original Comments:

Subsequent Revision Dates/Comments:

Last Update: **EEO4:** 2 **SOC:** 15-1071 **Census:**

Last Update Comments:

Definition:

The Network Field Supervisor's role is to ensure high availability and reliability of all in-house voice and data communications networks. Provides the design, configuration, installation, monitoring, maintenance, and optimization of local area networks (LANs) and wide area networks (WANs) hardware, software, and communication links. Analyzes and resolves network hardware and software problems in a timely and accurate fashion, and provides end user training where required.

Distinguishing Characteristics:

Examples of Duties:

Designs, coordinates, installs, and tests local area network, wide area network, IP-Telephony, video and wireless equipment. Works closely with the Network Engineer and Telecommunications personnel to ensure the stable operation of communications networks. This includes designing, installing, configuring, maintaining, supporting, and optimizing all local area and wide area network hardware, software, and communication links. Manages servers related to network monitoring and reporting, security, and system usage and trending and archival requirements. Manages all network hardware and equipment, including routers, switches, hubs, and UPSs', and their configurations at communication sites. Provides on-call technical support. Ensures network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances.

Advises management and users on hardware and software solutions, or upgrades that improve systems and operations effectiveness for all network communication systems. May serve as the project manager while providing technical analysis of systems alternatives to users. May negotiate with vendors on pricing and other terms and conditions. Reviews ARRC network communication initiatives and ensures that solutions follow ARRC standards and align with Corporate technology strategies. Conducts research on emerging products, services, protocols, and standards in support of network systems software procurement and development efforts.

Troubleshoots and resolves communication network problems. Initiates corrective action with vendor representatives as appropriate, and opens trouble-tickets, if required, to bring in vendor support for resolution. This includes installing upgrades or patches and configuring and optimizing all network hardware, software, and communication links as part of the resolution. Develops, implements and maintains policies, procedures, and associated training plans for network communication administration, usage, and disaster recovery. Coordinates with end user community for system outages related to upgrades, planned maintenance, or unscheduled problem resolution.

Supervises telecommunications technicians in the installation, monitoring, and maintenance of network communication hardware, software, and communication links. Provides training and technical assistance to staff and IS Network personnel. Ensures that the work performed is done in compliance with ARRC policies and procedures.

Collaborates with executive management and department leaders to assess near- and long-term network communication capacity needs. Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records. Conduct research on network products, services, protocols, and standards to remain abreast of developments in the networking industry. Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information.

Develops information to support Authorization for Expenditures (AFE) for acquisition of network communication equipment and software. Performs other duties as assigned. May be required to drive an ARRC vehicle.

Knowledge, Skills and Abilities:

FACTOR 1: Technical and Operational Knowledge

Knowledge of methods, practices, standards, and techniques that enable the incumbent to function as the ARRC's technical authority on voice and data communications programs, systems, local area network, and wide area communication networks is required.

Bachelor's degree in electrical engineering, electronics, computer science or a related field and two (2) years of work experience in an increasingly responsible network engineer position is required. Work experience in an increasingly responsible network engineer position with a working technical knowledge of hardware and software for network communication systems, including Cisco routers, switches, multiplexers, Radius, DACS and DSU/CSU may substitute for the degree requirement on a year for year basis. Certified Cisco Network

Engineer (CCNE) or equivalent experience is preferred. Analog and IP Telephony experience is mandatory.

Working technical knowledge of current communications hardware, protocols, and standards, including Serial, DSL, DDS, Ethernet, IP Addressing, QOS, Multicast, authentication, and wireless communications protocols is required. Must have extensive recent hands-on hardware installation and troubleshooting experience and be familiar with network security and network management tools.

Must have a good understanding of the organization's goals and objectives. Must also have a thorough understanding of the functions of the Telecommunications and Information Services Departments and a general knowledge of the functions of other ARRC departments for the purpose of responding to communication/network problems and providing guidance in the acquisition of hardware and software.

Must have knowledge of applicable data privacy laws and practices. Must have strong written and oral communication skills and the ability to present ideas in user-friendly language.

FACTOR 2: Analytical Skills & Impact

Uses judgment in resolving specific issues or problems, as well as, in the execution of security plans for corporate data. Relies on extensive experience and judgment to plan and accomplish goals.

Must be able to analyze the voice and data needs of all ARRC employees and determine the most effective approaches to improve systems and optimize network utilization. Must have the skills and ability to develop schematics, documentation, procedures, and provide guidance to ARRC users and internal staff. Must have the skills and ability to provide assistance in the execution of security plans for protection of corporate resources from unauthorized internal or external access. Knowledge and skill required to review, evaluate, and recommend selection and acquisition of hardware and software for LAN and WAN.

The work directly affects daily voice and data communications and operations throughout the ARRC.

Ability to conduct research into networking issues and products is required. Performs a variety of tasks, often simultaneously. A wide degree of creativity and autonomy is expected. Must have the ability to effectively prioritize and execute tasks in a high-pressure environment. Must have strong interpersonal and supervisory skills, and a strong customer service orientation. The incumbent must be highly self-motivated and directed with a keen attention to detail.

FACTOR 3: Supervision and Control

Incumbent directly supervises three employees in the telecommunications department and works cooperatively with and reports to the Telecommunications Manager for indirect supervision of up to 6 craft employees. Incumbent will work cooperatively during design and planning phases with IS Network Engineer and Telecommunications Engineer to ensure smooth deployment of technology and resolution of issues.

FACTOR 4: Communication

Communicates with ARRC employees for the purpose of coordinating and managing programs, systems and network operating software, resolution of system problems, providing documentation, schematics, flow charts, and training to staff and users on software solutions, system improvements, and operations effectiveness. Contacts are made with vendor representatives in the research and acquisition of solutions, software, hardware and the resolution of problems. Interacts and negotiates with vendors, outsourcers, and contractors to secure network products and services.

FACTOR 5: Working Conditions

Work is performed in office and field environments with work in all weather conditions, on weekends and nights. Incumbent will work a combination of office and field activity with 40% to 60% of the time in the field environment. Travel within the railbelt is required with occasional overnight stays away from home. Dexterity of hands and fingers is required to operate a computer keyboard, mouse, power tools, and to handle other computer components. Work requires on-call availability for 7 days on a rotating basis with other staff. Lifting and transporting of moderately heavy objects (up to 50 lbs), such as communications hardware, power equipment, and peripherals, is required occasionally.

Minimum Qualifications:

Bachelor's degree in electrical engineering, electronics, computer science or a related field and two (2) years of work experience in an increasingly responsible network engineer position is required. Work experience in an increasingly responsible network engineer position with a working technical knowledge of hardware and software for network communication systems, including Cisco routers, switches, multiplexers, Radius, DACS and DSU/CSU may substitute for the degree requirement on a year for year basis. Certified Cisco Network Engineer (CCNE) is preferred. Extensive experience with communications management software HP OpenView, Cisco Works, WhatsUP Gold, and various filter, sniffer and scanning utilities is required.

Working technical knowledge of current communications hardware, protocols, and standards, including Serial, DSL, DDS, Ethernet, IP Addressing, QOS, Multicast, authentication, and wireless communications protocols is required. Must have extensive recent hands-on hardware installation and troubleshooting experience and be familiar with network security and network management tools. Analog and IP Telephony experience is mandatory. Must have a valid driver's license.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Minimum Qualification Questions:

Did you answer all of the above listed questions?